

North American Tour

“The Essentials of ITIL Service Management”

George Spalding – Pink Elephant

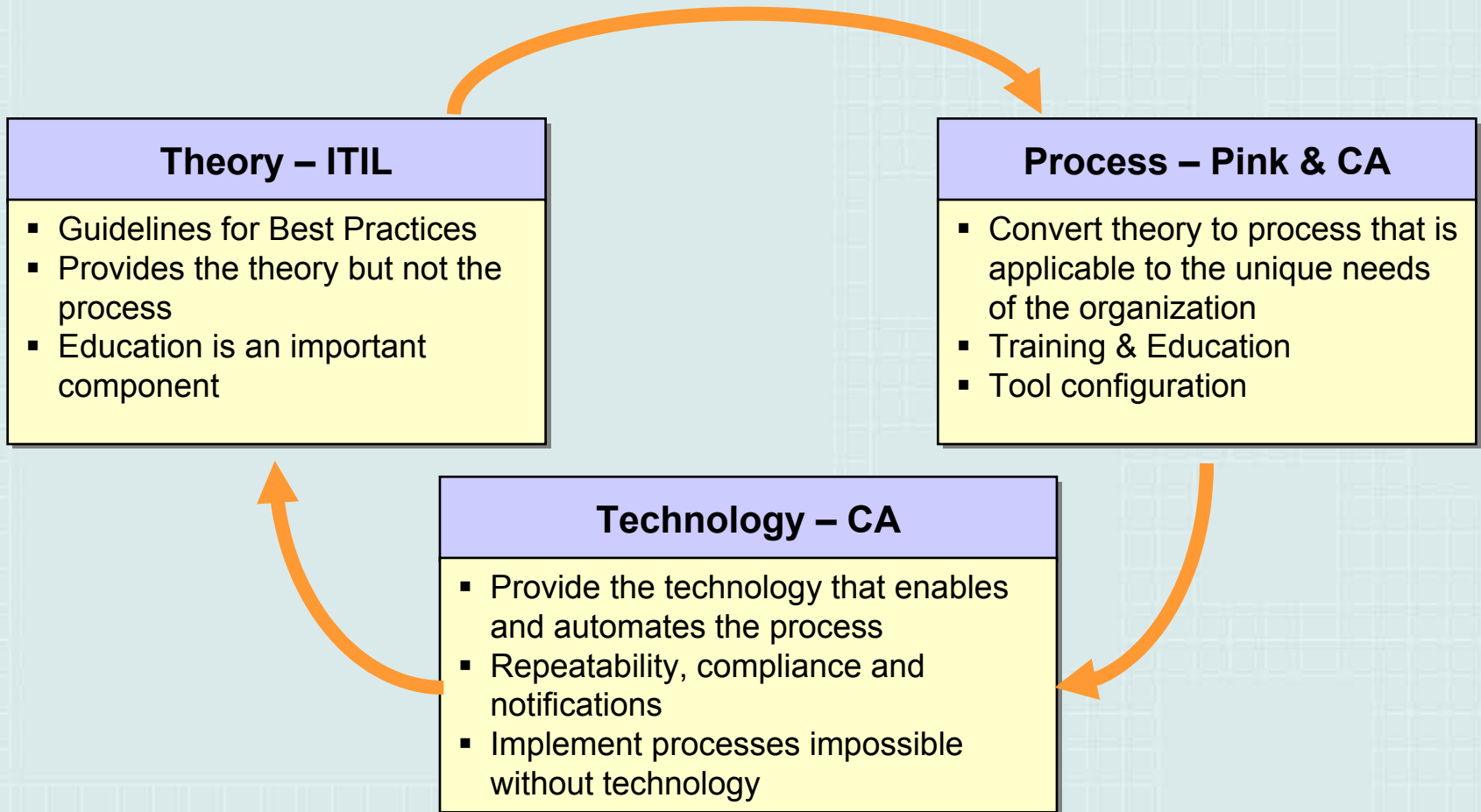
Dennis Dearbaugh – Teale Data Center

Greg Charles, Ph.D. – Computer Associates

September 21, 2004

Sacramento, CA

Key Success Factors



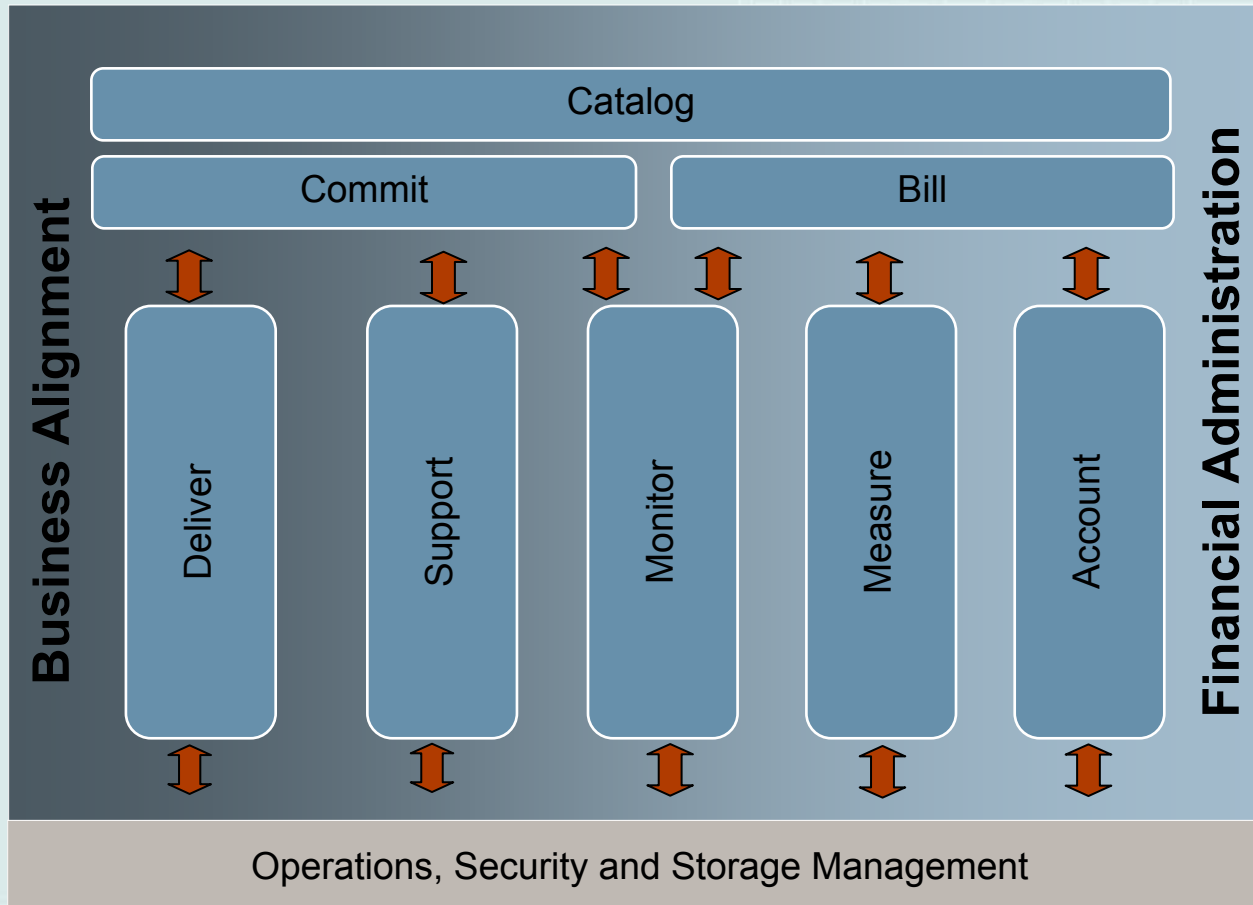
CA's Enterprise Infrastructure Management



ITIL requirements from tools

- Centralized Management Database (CMDB) is a critical requirement of ITIL
 - CA's Enterprise Infrastructure Management (EIM) strategy revolves around a Single Management Database
- ITIL is about processes that cut across management silos
 - CA recognizes this and CA's EIM strategy revolves around automating processes and not functions
 - Asset discovery to license compliance
 - Vulnerabilities to remediation
 - Problem to resolution
 - Storage provisioning to optimization
- While the process is incremental, the goal should be holistic
 - CA offers the most complete service management solution that includes financial administration and business alignment
 - Assessment services help you develop the incremental approach


Service Management Solution



Roadmap to Service Intelligence

Welcome to Unicenter - Microsoft Internet Explorer

File Edit View Favorites Tools Help

 **Unicenter Service Management**

Welcome CIO!

My Workplace Catalog Setup Reports Accounting Data Mediation Assure Business Units Search Logout

Dashboard: CIO

Options Save Layout Show Library Add Dashboard

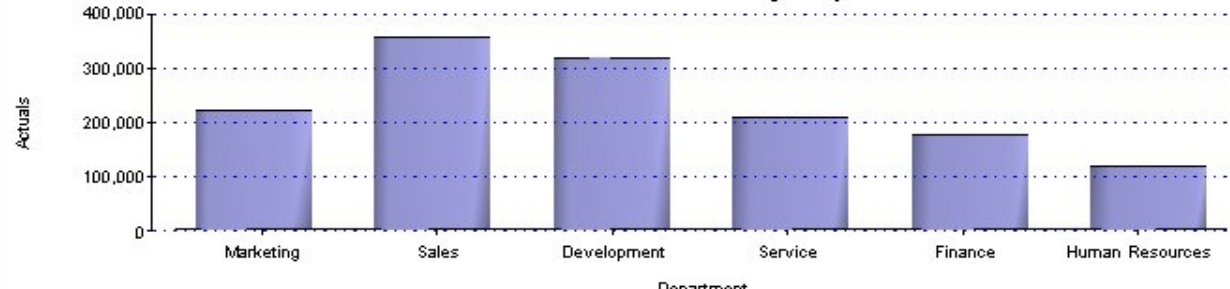
Dashboard Status: Loading Dashboard Item (3/3) - complete

Go to Dashboard: CIO# ?

Service Actuals by Department

Variance Report

Year-To-Date Actuals by Department



Department	Network	Storage	Telecom	E-Mail	Servers	Applications	Total
Marketing	\$48,000	\$19,034	\$23,012	\$69,118	\$13,826	\$51,028	\$224,018
Sales	\$75,720	\$22,840	\$65,054	\$96,397	\$19,258	\$82,255	\$361,524
Development	\$72,880	\$29,551	\$39,275	\$82,941	\$25,463	\$72,778	\$322,888
Service	\$38,386	\$20,162	\$18,328	\$62,630	\$15,734	\$55,144	\$210,384
Finance	\$37,254	\$16,589	\$18,827	\$51,457	\$10,487	\$40,922	\$175,536
Human Resources	\$21,289	\$8,723	\$22,748	\$31,273	\$5,248	\$27,925	\$117,206
Total	\$293,529	\$116,899	\$187,244	\$393,816	\$90,016	\$330,052	\$1,411,556

SLAStatus

Department	Email Availability	Network Performance
Marketing	●	●
Human Resources	●	●
Sales	●	●
Development	●	●
Services	●	●
Finance	●	●
Corporate Costs	●	●

Applet started

Catalog

Catalog Builder - Offerings

Catalog

Universal Corp

Americas

Service Desk

Applications

Servers

Network

Done

Local intranet

CA Profiler

Online GAP Analysis Tool

[Home](#)

[New Client](#)

[New Profile](#)

[Logout](#)

N/A: Can you effectively rate this issue? (Checked = No, At least 3 issues must be rated for this section to count.)

Importance: How important is this issue to your business? (1 = Low ; 5 = High)

Capability: How well does your business address this issue? (1 = Low ; 5 = High)

	N/A	Importance					Capability				
		1	2	3	4	5	1	2	3	4	5
Our Service Desk acts as the central point of contact between the User and IT Service Management by handling incidents and requests and providing an interface for other Service Management activities such as Change, Problem, Configuration, Release, Service Level and IT Service Continuity Management.	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have implemented an Incident Management process that works to restore normal service to IT services as quickly as possible with minimum disruption to the business, thus ensuring that the best achievable levels of availability and service are maintained.	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have implemented a Problem Management process to identify, diagnose, and solve the root cause of incidents and to prevent repeated disruption to the supplied services.	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have implemented effective Change Management that encompasses the planning, scheduling, assigning, monitoring, and analyzing of all changes.	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have implemented effective Configuration Management that identifies, records, tracks, and reports on all key IT components (or assets) called configuration items (CI's).	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have implemented an effective Release Management process that manages the software development, installation, and support of software products.	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Respondent Scoring

Proven Practice "Statements"

Service Support

[Continue](#)

Implementing IT Service Management

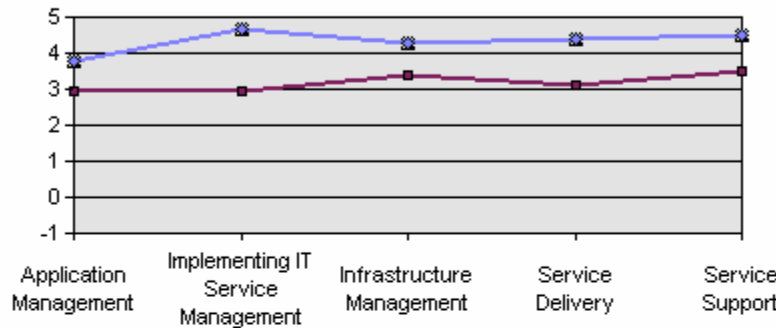
Typical Survey Section features...

Monday, June 21, 2004 10:07 AM
EventName:test
CA IT Service Management Profiler
Jno Hunt

Comparison Charts

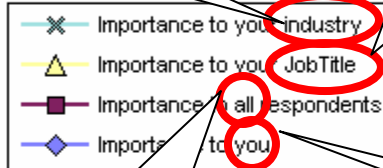
3 Sets of Scores

Importance



Industry Comparison

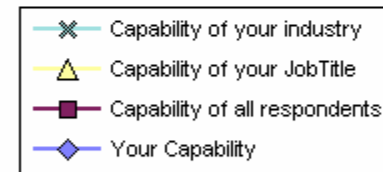
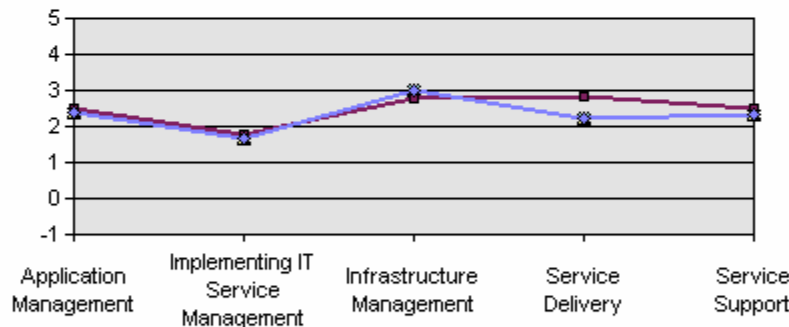
Role Comparison



Overall Comparison

Your Score

Capability



Gap

